IT Professional Technical Services
Master Contract Program
T#:902TS

Statement of Work (SOW)
For Technology Services
Issued By

Minnesota State College and University / Metropolitan State University

Project Title: Infrastructure migration from Novell to Microsoft

Service Categories: Analyst - Business, Analyst - Technical, Server-Application (Design & Development), Server - Security,

Business Need

MnSCU/Metropolitan State University is migrating from the Novell suite of enterprise products to the Microsoft suite. This includes Novell eDirectory Services to Microsoft Active Directory and Novell GroupWise 8 to Microsoft Exchange. In addition, the student email will be migrated to a "cloud hosted" email solution and the implementation of SCCM/SCOM.

The intent for this engagement is to have an infrastructure that is built on experience and "Best Business Practices" with the unique nature of higher education. During this engagement, Metropolitan State IT Staff will be fully engaged in all facets, from design, implementation, and migration. The intent of this partnership will be to ensure that staff is fully capable of managing the operational needs post-migration.

All milestones and subsequent timelines will be scheduled to minimize impact to the end users. The majority of migration should be completed early May 2011.

The SOW does not cover the cost or scope of any licensing or hardware costs. The University will be responsible for the purchase of any software, licensing, or hardware required for the project. The SOW is limited to contractor support for the engagement.

<u>Current Infrastructure</u>
- Novell eDirectory
- Single Active Directory 2008 R2 with structure similar Novell eDirectory structure
- Synchronization between AD and NDS is completed by the use of Novell IDM
- There are 4 NDS file servers
- One file server is used as a print server
- Data within NDS is approximately 2.0 TB

Computers
- There are approximately 600 computers for staff and faculty
- There are approximately 500 computers in labs or classrooms

- All computers are configured with Windows XP
- There are some Mac computers version 5 and 6

Accounts
- All accounts in the Novell environment are also provisioned in the AD
- There are approximately 1500 staff and faculty accounts
- There are approximately 14000 student accounts

Messaging
- Currently running Groupwise 8 SP1
- There are 5 post offices
- There are approximately 1500 email accounts for staff and faculty
- Mailboxes reside on the SAN
- Total email box capacity is 750GB
- Message Architect is utilized for archiving
- Student email is currently provided using Novell Netmail
- There is 1 BES providing service for 35 users

Engagement
Metropolitan State University technicians will be involved in every aspect of the design, implementation, and deployment. The selected vendor will assist the University's staff with the design, implementation, and initial migration. The vendor will provide guidance and oversight as well as work closely with the University staff to ensure they are fully versed in the "Best Business Practices" in the implementation of Microsoft AD, Exchange, and SCCM.

Microsoft licensing and hardware procurement will be the responsibility of the University. The scope of this request is for contractor support.

Phases of the operation should include Design, Implementation, and Migration. Migration should be limited in scope to assisting in the migration of no greater than 100 users. The bulk of the migration will be completed by the University Staff.

Student email will not be migrated. The old Netmail will remain available for a period of time to be determined for the students to retrieve old email while utilizing the new "hosted" email solution.
All server decommissioning and removal of old architecture will be completed by University staff.

Project Deliverables
The new environment should be designed with high availability and high reliability.
- Microsoft Active Directory 2008 R2
- Microsoft Exchange 2010
- Microsoft System Center Configuration Manager
- Microsoft Windows 7 on staff and faculty desktops
- Student email is established as either a Live@EDU or Gmail solution

Project Milestones and Schedule
- Project Start Date
  - December 2011
- Key deliverable dates
  - Faculty migration complete
    - 15 May, 2011
  - Student email complete

- 1 May, 2011
- End Date
  - 30 June, 2011

Project Environment (State Resources)

- The project is being broken into three phases or implementations internally, AD, Exchange, and SCCM
  - a) Internal project teams for each phase are comprised with a Team Lead, PM, Helpdesk rep, Desktop rep, DBA rep, and others on an as needed basis.
  - b) All questions and concerns can be directed to Kent Kogler, Director of IT Services, Operations
  - c) Current staff maintain and troubleshoot issues with the current Novell infrastructure
- All hardware, licensing, and software will be purchased by the University through existing supply channels.

Agency Project Requirements

The following is a list of key stakeholders:
- Chief Information Officer
- IT Services Directors: Operations, User Services, and Development
- IT Services Staff: Network/Systems, Helpdesk, Desktop, and Development
- University Students
- University Faculty
- University Staff

The following are the locations
- St Paul Main Campus
- St Paul Midway Campus
- Minneapolis Campus
- Brooklyn Park LECJEC Campus

Responsibilities Expected of the Selected Vendor

The vendor will supply experienced resources that provide design, implementation, and migration support for the engagement that will adhere to University, MnSCU, State, and Federal policies and laws. Other expectations are as follows:
- An agreed upon change management methodology will be adhered to
- All aspects of the project will be documented
- Vendor's PM will coordinate and communicate with internal PM and Team Lead
- Vendor staffing will be consistent with an engagement of this nature and will be maintained to ensure timely delivery of key deliverables
- Vendor personnel will assist internal technicians with training and knowledge transfer during the engagement
- All aspects of the engagement will be thoroughly tested to ensure compliance with key deliverables

Required Skills (These are to be scored as pass/fail requirements)

Required minimum qualifications such as:
- Direct experience with a same or similar engagement with a higher education institution
- Direct experience with MnSCU on related business processes
- Expertise in the following:
  - Novell eDirectory
  - Microsoft Active Directory
  - Novell Groupwise
  - Microsoft Exchange
  - SCCM/SCOM
  - Provisioning a "Hosted Email" solution
  - Technical documentation
  - Database design and management
  - Network and application security

- o Business analysis
- o Server clustering
- o Virtualized server environment
- o Identity Management
- o Current Project management methodologies

Desired Skills
- • Experience with MnSCU
- • Experience with higher education
- • Knowledge of public sector financial management

Process Schedule
- • Posting Opens: 12/6/2010
- • Posting Closes: 12/10/2010
- • Question and Answer Session: 12/13/2010, 1400
- • Proposals due: 12/15/2010, 1600
- • Anticipated proposal evaluation & decision 12/22/2010, 1200

Questions
There will be a question and answer session to address any questions the vendors may have. This session will happen on 1400, Monday, 20 November, 2010.
It will be hosted:

> Metropolitan University.
> 700 East Seventh Street
> St Paul, MN, 55106
> Room Number: TBD

Any questions regarding this Session or the Statement of Work should be submitted via mail or e-mail by 12/13/2010, Time: 1100

> Name: Kent Kogler
> Department: Information Technology Services
> Telephone Number: 651.793.1251
> Email Address: kent.kogler@metrostate.edu

SOW Evaluation Process
> The steps in the evaluation process:
> The categories and scoring methodology/criteria:
- • Company (5%)
- • Experience (15%)
- • Three References (10%)
- • Desired skills (10%)
- • Work Plan (20%)
- • Cost (40%)

Response Requirements
> The following items must be included in the vendor's response:
- • Introduction
- • Company overview
  - o Company history, growth
  - o Current financial data is publicly available
- • Project Overview
- • Detailed response to "Business/Project Requirements"
  - a) Description of the vendors' understanding of the need and explanation of their proposed solution.
  - b) Explain how the vendor expects to meet the project's requirements

- Detailed response to "Project Approach"
  a) Explain how the vendor will approach their participation in the project. This includes:
     1) Organization and staffing (including staff qualifications, resumes, etc.)
     2) Work-plan with life-cycle cost breakdown here
     3) Contract/change management procedures
     4) Project management (e.g. quality management, risk assessment/management, etc.)
     5) Documentation of progress such as status reports
- Detailed response to skills of the vendors for this engagement
  1) Resumes of the potential vendor staff
- References: Provide three
  - Clients who have used the consultative services of the vendor
- Required forms to be returned or additional provisions that must be included in proposal
  a) Affirmative Action Certificate of Compliance (if over $100,000)
     http://www.mmd.admin.state.mn.us/doc/affaction.doc
  b) Affidavit of non-collusion
     http://www.mmd.admin.state.mn.us/doc/noncollusion.doc
  c) Immigration Status Certification (if over $50,000)
     http://www.mmd.admin.state.mn.us/doc/immstatcert.doc
  d) Location of Service Disclosure
     http://www.mmd.admin.state.mn.us/Doc/ForeignOutsourcingDisclosureCertification.doc
  e) Certification Regarding Lobbying
     http://www.mmd.admin.state.mn.us/doc/lobbying.doc
  f) Veteran-Owned/Service Disabled Veteran-Owned Preference Form
     http://www.mmd.admin.state.mn.us/doc/vetpref.doc

Proposal Submission Instructions

- Response Information:
  a) Response addressed to: Kent Kogler, Director of IT Services, Operations
  b) Respond to: kent.kogler@metrostate.edu
  c) Response labeled: Attention Metro State Infrastructure Team
  d) Responses may be in the form of .pdf or .doc
- Key dates:
  a) Response due date: 1700,12/15/2010
  b) Expiration date for the vendor's price/terms guarantee: 06/30/2011

General Requirements

Proposal Contents
By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of a this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability
MnSCU / Metropolitan State University and contractor each agree to be responsible for their own acts and behavior and the results thereof. MnSCU's liability is governed by the Minnesota Tort Claims Act, Minn. Stat. 3.736.

Disposition of Responses
All materials submitted in response to this SOW will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this SOW that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted,

Include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFP, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

Responses to this solicitation must comply with the Minnesota IT Accessibility Standards effective September 1, 2010, which entails, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 Subparts A-D which can be viewed at: **http://www.mmd.admin.state.mn.us/pdf/accessibility_standard.pdf**

Nonvisual Access Standards

Nonvisual access standards require:

1) The effective interactive control and use of the technology, including the operating system, applications programs, prompts, and format of the data presented, are readily achievable by nonvisual means;
2) That the nonvisual access technology must be compatible with information technology used by other individuals with whom the blind or visually impaired individual must interact;
3) That nonvisual access technology must be integrated into networks used to share communications among employees, program participants, and the public; and
4) That the nonvisual access technology must have the capability of providing equivalent access by nonvisual means to telecommunications or other interconnected network services used by persons who are not blind or visually impaired.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors shall

receive the equivalent of a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors shall receive the equivalent of a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-owned/Service Disabled Veteran-Owned Preference
In accordance with Minnesota Statute §16C.16, subd. 6a, veteran-owned businesses with their principal place of business in Minnesota and verified as eligible by the United States Department of Veterans Affairs' Center for Veteran Enterprises (CVE Verified) will receive up to a 6 percent preference in the evaluation of its proposal.

Eligible veteran-owned small businesses include CVE verified small businesses that are majority-owned and operated by either recently separated veterans, veterans with service-connected disabilities, and any other veteran-owned small businesses (pursuant to Minnesota Statute §16C.16, subd. 6a).

Information regarding CVE verification may be found at http://www.vetbiz.gov.

Eligible veteran-owned small businesses should complete and **sign** the **Veteran-Owned Preference Form** in this solicitation. Only eligible, CVE verified, veteran-owned small businesses that provide the required documentation, per the form, will be given the preference.

Foreign Outsourcing of Work Prohibited
All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

Statement of Work does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Agency reserves the right to reject any and all proposals.